

# ONLINE LEAGUE PLANNER FAQS

## 1) I am unable to add players with a U next to their name to a match record – why is this?

We are aware that some team captains are experiencing issues with finding players in their team list and having to use the "unknown player" functionality when adding match results. This is due to the implementation of the Transgender and Non-Binary Individuals Policy, where a player has not completed their Competition Category questionnaire. Players were asked to do this in December with the launch of the policy.

Players are able to complete the Competition Category Questionnaire by logging into the competitions portal <https://competitions.lta.org.uk/> and update their details in accordance with our Transgender and Non-Binary Individuals Policy. The player will then be immediately available to the team captain when submitting results. **Please make this your first action when discovering unknown players.**

To support you in reducing the volume of unknown players in your league, please send the following text to your team captains to remind them of this process:

*Dear Team Captain*

*Following the introduction of the LTA's Transgender and Non-Binary Individuals Policy, we are aware of a number of players who are yet to complete the process. These players may show with an unknown gender which then prevents them from being selected as a player when submitting a match result. We would urge you to ask all players to ensure that they log on to the competitions portal (<https://competitions.lta.org.uk/>) and complete the Competition Category Questionnaire ahead of playing their next fixture.*

*Thank you for your cooperation.*

Once a player completes the questionnaire, their gender will be updated in your league immediately.

## 2) I am finalising my league but when I click on calculate event average rating – the page freezes – why is this?

This is currently a measuring tool only and will be developed for WTN in due course – you can ignore this for now. To finalise your league you only need to click on Determine final positions.

## 3) How do we know who the County and District League Contact is at a club?

Your county lead will have access to a report in Salesforce – alternatively, once an entry has been made by the County and District League contact who has the role of Club Administrator for the league, their details will appear on your league Club page. In addition, you can find all Club Administrator details on the Reports tab under League club admin report. Please note, the Club Administrator role cannot be added directly in Online League Planner – the user is

assigned the County and District League Contact role at Venue registration – adding the user in Online League Planner does not have an effect on their access.

#### 4) How do I add a shootout to my league?

Go to the Types tab, click on the right hand edit button and scroll down to Calculations where you will see a box called Team Match Draw with the drop-down option for Shootout. You will need to ensure you add this to each Type using this format.